

# Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to SRS Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: ( ) NEW POSITION ( X ) EXISTING POSITION

PART I - Position Description

1. Agency Name Social and Rehabilitation Services		9. Position Number K0228254		10. Budget Program Number 085-23341	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Program Consultant I		
3. Division West Region			12. Proposed Class Title		
4. Section Program Improvement			13. Allocation		
5. Unit Performance Improvement Unit			14 (a). Effective Date		14 (b). FLSA Code
6. Location (address where employee works) CityCounty			15. ByApproved		
7. (Circle appropriate time) Full xPerm xInte 100% Part TimeTemp%			16. Audit Date:By Date:By		
8. Regular Hours (circle appropriate time) From: 8:00AMTo: 5:00PM			17. Position Reviews Date:By:		

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)  
This position exists to monitor, analyze and identify strategies and training required to ensure continuous improvement in the delivery of services to customers. The position conducts reviews of case files and reviews cases identified in special read projects to insure compliance with federal, state and agency requirements. Review accuracy of Food Assistance Cases and other EES programs as needed. This position will read EES program cases and review case errors with/train staff. This position will require travel to other West Region Service Centers as needed to conduct reviews with staff.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name: Jo Ann Unrein Title: Staff Development II Position Number: K0227658

Who evaluates the work of an incumbent in this position.

Title: Position Number:  
Name: Jo Ann Unrein Staff Development II K0227658

How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

This employee will be required to function independently. Organizational and analytical skills are required. Instructions, assistance, consultations, goals and objectives will be provided by the Supervisor. The work completion and final outcome will be monitored for accuracy and timeliness according to manuals, clarifications, Federal and State regulations and State or Regional procedures. Training will be provided to assist the employee in learning policy and procedure. Unit meetings, conferences, and reports will be used to provide and evaluate goals, results and performance.



- d) Which statement best describes the result of error in action or decision of this employee.
- ( ) Minimal property damage, minor injury, minor disruption of the work flow.
- ( X ) Moderate loss of time, injury, damage, or adverse impact on health and welfare of other.
- ( ) Major program failure, major property loss, or serious injury of incapacitation.
- ( ) Loss of life, disruption of operation of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties :)

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); **\*How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently Performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No.	%	E O R M	
			<p><b>Performance evaluation for this position</b> is completed by the Supervisor. In addition to the tasks listed below, the incumbent is expected to communicate the Mission, Vision, and Guiding Principles of the agency to peers, customers and the public, identify personal strengths and developmental needs to increase job performance and long-term career growth, continually analyze work processes, seek new approaches, and make recommendations to enhance efficiency and effectiveness of the agency, understand and provide excellent customer service both internally and externally, serve as a positive role model, and work cooperatively with peers, staff, customers, community partners and the general public.</p>
1	35%	E	<p><b>WORKLOAD MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>Serve as member of Performance Improvement Team responsible to read cases by examining the hard copy case file and appropriate program computer data base.</li> <li>Contact Supervisors and workers with list of cases to be read and request cases to be provided.</li> <li>Assure case files are maintained and timely returned to office where customer is being served.</li> <li>Develop a tracking system and record the cases to be reviewed,.</li> <li>Enter results into proper report forms and data collection systems.</li> <li>Analyze reviewed data to identify trends and need for training.</li> <li>Coordinate with Supervisor to provide input into development of training needed to improve quality.</li> <li>Verify information when required by specific program read criteria by letter writing, telephone calls, and personal contacts with necessary collaterals.</li> <li>Attach appropriate pieces of verification such as letter and official documents including collateral contact forms.</li> <li>Questions customers when necessary to gather information.</li> <li>Resolves conflicts between agency, customer and collateral information.</li> <li>Resolves conflicts between federal and state policies.</li> <li>Completes assigned reviews timely to ensure they are entered within time frames established by the state and federal agencies.</li> </ul>
2	30%	E	<p><b>COMMUNICATION/DOCUMENTATION.</b></p> <ul style="list-style-type: none"> <li>Documents information reviewed in the case in a clear and factual manner on required forms and in electronic systems according to program format requirements in order to provide verification, evaluate quality of services rendered.</li> <li>Uses excellent writing skills while always maintaining appropriate confidentiality.</li> <li>Conduct one on one consultation with workers reference case reads.</li> </ul>
3	20%	E	<p><b>POLICY AWARENESS/IMPLEMENTATION:</b></p> <ul style="list-style-type: none"> <li>Accurately receives, interprets, understands and operationalizes program, Regional, Federal and State policies and procedures. Through constant review of policy manuals, guidelines, and discussions with supervisor.</li> <li>Maintains reference manuals and all resource materials.</li> </ul>
4	10%	E	<p><b>PERFORMANCE IMPROVEMENT</b></p> <ul style="list-style-type: none"> <li>Continually reviews program and agency goals and values and serves as a member of a team with the Performance Improvement Unit to ensure that progress toward goals is monitored, evaluated effectively and adjustments made to meet changing needs.</li> <li>Coordinates with other Quality Assurance Staff to ensure smooth transitions of customer information.</li> </ul>
5	5%	M	<p><b>REGIONAL MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>Attends staff and supervisory conferences and training meetings as required.</li> <li>Completes additional assignments as requested by state agency.</li> </ul>



\* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

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22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Misinterpretation of policy or failure to observe procedures could result in violation of state and federal laws and regulations, and the agency would suffer from poor community relations all resulting in loss of program funding or lawsuits. Failure to follow job requirements could result in loss of employment for the employee.

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23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- (     ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- (     ) Plans, staffs, evaluates, and directs work of employees of a work unit.
- (     ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

**Class Title**

**Position/KIPPS Number**

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Contact with line staff, supervisors, and central office occur daily and is constant due to the responsibility for reviewing, interpreting, analyzing and providing input on changes needed to improve performance..

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25. What hazards, risks or discomforts exist on the job or in the work environment?

The work environment involves normal everyday hazards or discomforts typical of offices, meeting, and training rooms. Level of stress may be high at times. Travel will be required. The likelihood of injury is remote.

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26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

Personal computer with state access, Word Perfect software, data systems, e-mail, fax machine, copier, telephone and automobile used regularly. Knowledge of Web based systems.

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### **PART III - Education, Experience and Physical Requirements Information**

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27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

Minimum Qualifications as stated in Kansas Class Specifications.

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28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or Knowledge of Economic and Employment Support program policies as related to Food Assistance and all EES Programs.)

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of

C. List preferred education or experience that may be used to screen applicants.

Experience in accurately and timely delivery of Economic and Employment Support services for TAF, Work Programs, Food Assistance, Child Care and Medical Assistance.

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29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

Essential duties require the mental and /or physical ability to access, read, and use computer systems and effectively communicate with others orally and in writing. Extended periods of time may be spent utilizing the personal computer. Work outside of normal working hours and occasional overnight stays may be necessary at times to complete tasks and conduct one on one review with staff.

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30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

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**PART IV - Signatures**

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Signature of Employee

Date

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Signature of Personnel Officer

Date

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Signature of Supervisor

Date

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Signature of Agency Head or Appointing  
Authority

Date